

**Monroe #1 BOCES Technology Plan
2003-2005**

Standards Goals

**Monroe #1 BOCES Technology Plan
2003-2005**

Hardware and Software Standards

Goal:

Monroe #1 BOCES will establish, in major areas, recommended standards for hardware and software. These standards will be established and reviewed by a team with a set of recommendations to the Technology Committee. These will be reviewed no less than annually and may be updated more frequently as changes in technology mandate. The Standards Team will consist of six members as follows: one member of the Technology Committee, one member of the technology support staff, the BOCES Technology Coordinator, the technology purchasing consultant, one representative of the BOCES computer repair staff, one representative of the instructional specialists and one instructional staff member.

Objectives:

Standards for hardware will establish minimum and high-end recommendations. This will be done for:

- Desktop Computers
- Monitors
- Data Storage
- Scanners
- Printers/Copiers/Digital Imagers
- Laptops
- Presentation Projectors
- Personal Digital Assistants (PDA)

Standards for software will include current recommendations for:

- Operating systems
- E-mail
- Office suites
- Word processors
- Spreadsheets
- Presentation software
- Database software
- Virus protection
- PDA software

Staff from instructional programs will determine specific instructional software needs.

These recommendations are designed as guidelines for staff in ordering and planning. While not mandatory, they will serve as a basis in deciding what the available resources within the organization will support. (Appendix E)

If non-standard hardware/software is requested, justification should be presented to the Standards sub-committee. Ordering is to occur only after the information is shared with the subcommittee. The BOCES Technology Coordinator will sign off on non-standard purchases.

**Monroe #1 BOCES Technology Plan
Hardware and Software Standards for PC Platform
2003-2004**

Item	Minimum Supported	Minimum Purchase	Recommended Purchase	Approx Cost
Hardware				
Desktop computer/ no monitor	P/333	PIII/ 1.2/ 128MB	PIII/ 1.2/ 256MB	750
Monitors	17" color VGA	17" color SVGA 17" flat panel (Dell)	17" multimedia SVGA 17" flat panel (Dell)	210 756
Data Storage	100MB zip drive	250MB Zip Drive CD Writer -availability CompactFlash	250MB Zip Drive CD Writer current speed avail. CompactFlash	150 165 100
Scanners	*	Visioneer 8900 HP 5470	Visioneer 8900 HP 7400 HP 5470	175 375 230
Printers	*	*	HP LaserJet 8150N HP LaserJet 4100N HP LaserJet 4550DN color HP DeskJet 960 color	2200 1500 3800 170
Laptop computer	ThinkPad 380	ThinkPad A30 series/ P3 933/128MB/14" display	ThinkPad A31 series/ P41.7/ 256MB/ 15" display	2,200 +extras if desired
Projectors	*	*	Hitachi LCD 2000 L (13lb) Toshiba small 1700L (8lb) InFocus mini L (under 3lb)	2700 2000 1900
PDA	*	Palm Pilot M105, M505	Palm Pilot M105, M505	150/395
Digital Camera	*	Sony Mavica FD87	Sony Mavica FD87	468
Wireless adapters & access points	Cisco	Cisco	Cisco	140 900
Software				
Operating System	Windows 98	Windows xp	Windows xp	50
Workstation	Novell NetWare 4.11	Novell NetWare 5.1	Novell NetWare 5.1	NA
Server	Novell NetWare 4.11	Novell NetWare 5.1	Novell NetWare 5.1	NA
E-mail	ccmail	Under review	Lotus Notes	NA
Office Suites	MSOffice 97	MSOffice xp	MSOffice xp	47
Word Processor	MSOffice 97	MSOffice xp	MSOffice xp	NA
Spreadsheets	MSOffice 97	MSOffice xp	MSOffice xp	NA
Presentation Software	MSOffice 97	MSOffice xp	MSOffice xp	NA
Database Software (other than unique programs)	MSAccess 97 Filemaker Pro	MSAccess 97	MSAccess 97	NA
Virus Protection	Norton AntiVirus	Norton AntiVirus	Norton AntiVirus	3.97
PDA Software	Pylon Conduit	Pylon Conduit	Pylon Conduit	75

* Evaluated based on individual circumstances
Prices are subject to change without notice.

**Monroe #1 BOCES Technology Plan
2003-2005**

Professional Development and Training

**Monroe #1 BOCES Technology Plan
2003-2005
Professional Development and Training Goal**

Goal

The Monroe #1 BOCES Technology Committee will provide an environment in which BOCES staff will be trained in the use of current and emerging technologies in order to more easily access information to help accomplish departmental missions and communicate effectively. Further, the Monroe #1 BOCES Technology Committee will strive to enhance collaboration both internally and among our component districts.

District technology training needs will be identified in two ways.

1. Each department will identify its specific training needs each year in the departmental technology plans, differentiating between new and existing employees.
2. The professional development subcommittee will identify specific technology competencies so that all staff will demonstrate a level of technology expertise appropriate to their job responsibilities.

This training will be coordinated through the Monroe #1 BOCES Coordinator of Technology.

Objectives

- Develop a district consensus on technology competency standards for district administrators.
- Develop a district consensus on technology competency standards for district instructional staff.
- Develop a district consensus on technology competency standards for district clerical staff.
- Plan and implement a training program that will support the district technology competency standards for administrative, instructional and clerical staff.
- Meet with BOCES departments who provide technology related training and identify ways to share resources.
- Provide initial teacher-led training and post instructional support for all staff as part of the implementation of a new BOCES staff email system.
- Survey staff to determine the interest level of establishing special interest technology groups. Communicate survey results to staff and assist with initial organization if needed.

**Monroe #1 BOCES Technology Plan
2003-2005**

Individual Departmental Goal

Monroe #1 BOCES Technology Plan
20003-20005
Departmental Technology Plan Goal

Goal:

Monroe #1 BOCES, through its various departments, serves a diverse population. To best support the programs and services of each department, the Monroe # 1 district recognizes that departments need the flexibility to develop their own technology plans that address the needs of the communities they serve. Therefore, each Monroe #1 BOCES department will establish a departmental technology plan by November 15 of each year.

Objectives:

Each member of the superintendent's cabinet will determine the major departments under his or her supervision and assign a member of that department the responsibility for the development of the departmental plan.

The Monroe #1 BOCES-wide technology plan will provide direction for BOCES departments to establish annual individual technology plans that contain the following common elements:

- Each Monroe #1 BOCES departmental plan will contain an introduction describing how the plan was developed and those involved in the development of the plan.
- Each departmental plan will define general technology goals and objectives that support the Monroe #1 BOCES technology plan mission.
- Each departmental plan will identify hardware and software needs and resources, listing both current inventory and projected purchases (Present State, Desired State, Number Impacted, Benefits, Assessment Method, Equipment/Software Needed).
- Each departmental plan will include a budget that explains and justifies planned technology purchases. These purchases will be contingent upon department budget approval.
- Each departmental plan will identify and address staff training and support needs and resources. Department training and support needs will be compiled into a BOCES-wide training and support plan.
- Each plan will include an evaluation process through which the department will monitor progress toward its technology goals.
- The Technology Committee will include a template (Appendix F) as a guide for departments in developing their plans and associated budgets.
- Each department will submit an annual progress report to the Technology Committee based on the assessment methods stated in the original departmental plan.

Departments will assign a liaison for each plan to meet with, and report to, the BOCES Technology Committee regarding *their plan*. *The Technology Committee will provide training to the liaisons to review plan templates before beginning the plan writing process.*

Monroe #1 BOCES departmental plans will go through a 3-stage approval process:

- Department plans will be submitted to the BOCES Technology Committee for review and approval.
- Once the technology committee approves the plan, it will become part of the BOCES-wide technology plan.
- Plans will be presented to the BOCES superintendent.

Once the departmental plans have been approved, the BOCES-wide Technology Committee will use the technology plans to identify common needs and provide a vehicle for shared resources throughout the organization.

**Monroe #1 BOCES Technology Plan
2003-2005**

Implementation Timeline

**Monroe #1 BOCES Technology Plan
2003-2005
Implementation Timeline**

By October 1	Technology plan training for department liaisons
By November 15	Departments submit their technology plans to the BOCES Technology Committee.
By December 1	BOCES Technology Committee completes initial review of departmental plans and returns for revisions and clarifications.
By December 15	Final approval of departmental plans by BOCES Technology Committee
By December 15	BOCES Technology Committee identifies and submits budget for areas of common technology needs across departments.
January	Information shared with Board of Education committee as part of facilities long-range plan.
April	Standards subcommittee reviews and updates equipment and software standards.
May	Review/evaluate technology plan and submit to superintendent.
May	Conduct a needs survey as follows: <ul style="list-style-type: none"> • Odd years -- department survey • Even years -- BOCES-wide survey.

**Monroe #1 BOCES Technology Plan
2003-2005**

Security & Responsibility

Monroe #1 BOCES Technology Plan 2003-2005

Security and Responsibility

The Monroe #1 BOCES School District has invested, and will continue to invest resources into the development of sound educational technology including hardware, software and services such as e-mail, Internet access and distance learning. BOCES also assumes the responsibility to maintain its resources in good working condition. It will be the district's expectation that the mentioned resources will be used by students and staff in a responsible manner for the intended purposes.

Therefore, the district reserves the following rights:

- Install and maintain Norton Antivirus Corporate Edition software on all servers and desktop computers in order to protect against Trojan and/or virus infection of computer and network systems.
- Upgrade the internet firewall to defend against external LAN probes and attacks, which could cause harm to BOCES systems and expose sensitive data.
- Implement and maintain internet proxy services, which will be used to filter out websites containing inappropriate material.

**Monroe #1 BOCES Technology Plan
2003-2005**

Financial Support

**Monroe #1 BOCES Technology Plan
2003-2005**

Financial Support

Support for the technology plan will be provided in two ways:

- Those items that are part of the infrastructure will be financed by inclusion in the Operations and Maintenance budget. The BOCES Technology Coordinator will submit to the Assistant Superintendent for Business a request in the normal budget cycle for support in the common areas.
- Each department will budget monies for the items requested in the departmental plan. This would include desktop computers and peripherals, as well as instructional computing items that are used only within a particular department.

Any department that considers a request beyond their own needs to serve a general purpose will submit that request to the Technology Committee for its consideration in the general support area.

**Monroe #1 BOCES Technology Plan
2003-2005**

Evaluation

Monroe #1 BOCES Technology Plan 2003-2005

Evaluation Process of Future Efforts

Each departmental plan will be expected to include a component designed to assess progress to departmental goals. This information will be compiled to present a picture of the achievement of the overall organizational technology goals where departmental goals support the BOCES-wide technology plan.

The following procedures will be used to evaluate those BOCES-wide technology plan components that are not part of the departmental plans, but support the departmental plans. This applies to the following areas:

Infrastructure

Data will be collected relative to the number of help desk calls and the nature of the problem. A reduction in help desk problems and recovery time for addressing problems will be reduced.

Hardware Software and Standards

A manual of standards for hardware and software will be produced and updated annually. Existing hardware and software will then be evaluated for compliance with these standards. New purchases of hardware and software will meet the stated standards and replace the items not meeting standards. An inventory will be maintained to help assess the overall goal of compliance with hardware and software standards.

Survey Process

The Technology Committee will conduct a yearly survey to assess technology needs. The survey will be offered to the entire Monroe #1 BOCES staff every other year and may be conducted randomly within each department on the following year.

**Monroe #1 BOCES Technology Plan
2003-2005**

Appendix

To: BOCES Administrators
From: BOCES Technology Committee
Date: April 1, 2001
Re: Yearly Technology Survey

The BOCES-wide technology plan states that a technology needs survey will be conducted yearly to assess district needs. Last year, a comprehensive survey was completed on a district-wide level. This year, the technology committee would like to do a follow up survey to see if needs have been met.

Enclosed, you will find surveys to distribute to your staff. Please have each **staff member complete a survey and return to you by April 27, 2001.**

Administrators should return the survey packets to **Sheila Wallenhorst in the payroll office by May 1, 2001.**

Thank you.

Department Technology Needs Survey 2001

Please take a few minutes to answer the following questions regarding your technology needs.
Thanks for your input.

1	In general, are you satisfied with the technology support you are receiving?	Yes No
2	Do you have sufficient computer equipment to meet your job performance needs?	Yes No
3	To your knowledge, is your department planning to upgrade your equipment in the next year to meet your job performance needs?	Yes No
4	Have you attended computer software related training offered at BOCES #1 within the past year?	Yes No
5	Did you have an opportunity to give your input about the technology needs in your department?	Yes No

Comments _____

Building _____ Department _____

Your position is: Instructional _____ Non-instructional _____ Administration _____

Return survey to _____ (Sheila fills in name) _____

In room _____

By: April 27, 2001

Department Technology Needs Survey Results as of 5/30/01

A total of 200 surveys were distributed to departments with 5 questions about technology needs. Department supervisors were asked to survey a random sample from their staff with the following results returned.

Departments Responding	Number of Returns
Staff Development Technology Services	24
Security	3
Research and Evaluation	3
Business Office/Payroll/Personnel	9
District Based	4
Preschool	6
Alternative HS	5
Morgan	7
Rush Campus	4
Student Admissions	3
Support Services	24
Transportation	2
Urban Suburban	2
Adult Education	12
None listed	5
Food Service	1
Total	112

		Yes	No	No reply
1	In general, are you satisfied with the technology support you are receiving?	93	15	4
2	Do you have sufficient computer equipment to meet your job performance needs?	89	21	2
3	To your knowledge, is your department planning to upgrade your equipment in the next year to meet your job performance needs?	34	58	20
4	Have you attended computer software related training offered at BOCES 1 within the past year?	63	49	0
5	Did you have an opportunity to give your input about the technology needs in your department?	95	16	1

Comments:

1. Response time has increased/still experiencing unresolved equipment issue
2. Same problem required more than one call to get it resolved/ should only require 1 call
3. More training needed (daytime needs to be addressed, possible software troubleshooter) suggestion: that a person follow behind tech to answer questions
4. All equipment needs updating/ email attachments are burdensome
5. Departmental computer for part time for itinerant employees helpful
6. Not enough computer availability at work/ requiring use of home computer to complete work on own time.
7. Several suggest; that an upgrade of memory would make work better
8. Very pleased with tech support and the end result of job postings on web
9. Faster processor helpful
10. Mary keeping an eye open for a printer
11. Support has been great

12. *Help desk and staff have been excellent*
13. *Tech Staff wonderful and doing a great job*
14. Too much time lapses between help desk call and emails before problem is resolved/ unacceptable
15. Concern with Access no longer being supported. Define "Support" (instructional or technical) Great Tech support
16. Pleased with tech support however, the goal should be a fast & persistent response
17. High interest in new email system
18. Clipart not totally installed/ also palm order still not in causing irritation
19. Look forward to server upgrade at Linden
20. Could use another computer for running reports
21. Waiting for a new computer to be installed/ Wait time seems to have increased
22. Delay in assistance when needed
23. Support is inconsistent; Equipment is sufficient only if working/ staff have gone weeks without dependable equipment
24. Support sometimes delayed causing department inefficiency
25. Off site, equipment out of date; Spencerport and myself supply better equipment than BOCES
26. Still waiting for computer upgrade
27. Glen does a great job on keep us updated
28. Majority of time service is good/ however off campus sites don't get as quick a response
29. Technology support is helpful and improves student performance
30. Would like a publishing program on pc.
31. Techs friendly and knowledgeable and promptly take care of problems
32. Main concern is ordering/ making sure orders are done in a timely and efficient manner
33. Assume that any needs would be met in order for my job to performed

Instructional Comments:

1. Request for student pc & printer.
2. Need for more accessibility of equipment in dept. (OATS is not a part of a student IEP)
3. Opportunities available in one so chooses to get involved
4. Additional instructive programs are needed to meet students needs
5. Educator needs more input into student software needs
6. Teacher input needed prior to software purchases/ Ex. Playskool and Fisher Price Preschool programs are great
7. Would like upgrade from power pc to Imac/ also can software be added to program to enhance ABA curriculum
8. Problem with supply and computer equipment requests. Teacher input requested in future
9. Bad hard drive sectors need fixing also a 2nd computer for instruction is needed (for Turbo Cad)
10. Provides building service and training
11. Technology needs met
12. Technology is TOPS!
13. Printer issue still an issue
14. Computer in room old and out dated/ however techs have been very helpful when needed
15. Tech Dept. does a good job in troubleshooting/ however the wait for proper equipment is too long
16. Tech Support is phenomenal!! Couldn't ask for better technology.
17. Technical staff has been great! Professional, Prompt, and Courteous, Keep it up!

Monroe #1 BOCES

The Monroe #1 BOCES Technology Committee would like your input to determine the timeliness and effectiveness of the support our staff receives regarding computer related calls for assistance. Please take a few minutes to answer the following questions.

Return the survey as directed at the end of the page.

Your Department _____ Your Building Location(Primary) _____

Where is your BOCES computer located during the workday hours? (Check only one.)

☐ The classroom ☐ The office ☐ A variety of locations (itinerant) ☐ None

- 1 Have you called for computer problem assistance from the BOCES technology staff in the past year? ☐ Yes ☐ No

If you answered NO to Question 1, you are finished. Return survey as noted at the end of the page.

If you answered YES to Question 1, please complete the remainder of the survey.

- 2 Estimate the number of times you called for assistance for computer related problems in the past year. (Check one.) ☐ 1-5 ☐ 6-10
☐ 11-15 ☐ More than 15

- 3 How do you request help for a computer problem when you need it and how would you rate the effectiveness of the responses?

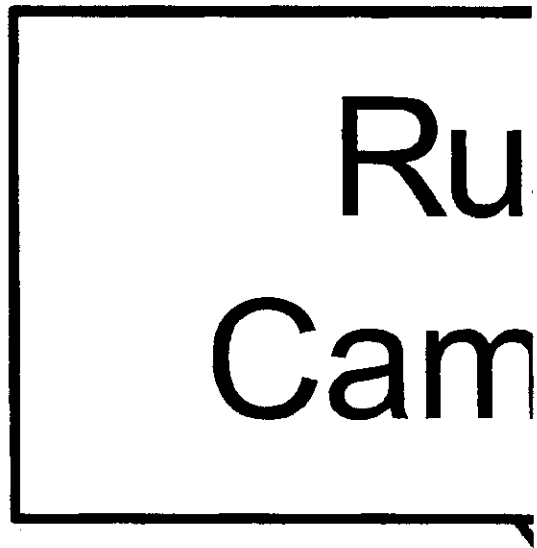
	Whom do you contact? (Circle all that apply.)	How do you usually contact? (Circle only ONE.)	How often is the problem fixed as a result of this contact? (Circle only ONE.)
a	Help Desk	Phone Email Form In Person	Most times Sometimes Rarely
b	Technician	Phone Email Form In Person	Most times Sometimes Rarely
c	Dept. Contact (i.e. Mary Lou Miller, John Lisak or other liaison)	Phone Email Form In Person	Most times Sometimes Rarely
d	Technology Coordinator (Mary Camelio)	Phone Email Form In Person	Most times Sometimes Rarely
e	Coworker	Phone Email Form In Person	Most times Sometimes Rarely
f	Other _____	Phone Email Form In Person	Most times Sometimes Rarely

- 4 Are you satisfied with the response time of the technical staff when you call about a computer problem? ☐ Most of the time
☐ Some of the time
☐ Rarely
- Comment: _____
- 5 Do the technicians fix the problem or follow through to make sure that the problem is resolved? ☐ Most of the time
☐ Some of the time
☐ Rarely
- Comment: _____
- 6 How would you describe your satisfaction with technical assistance for computer related problems this past year as compared with the previous year? ☐ More satisfied
☐ Less satisfied
☐ No change in satisfaction level

Comment: _____

Fold and return the survey via interschool mail to the address printed on the opposite side of this page by **May 15, 2002**. Thank you.

Infrastructure Map





Internal Ser